



THE DIVISION OF FLEET OPERATIONS State of the Fleet

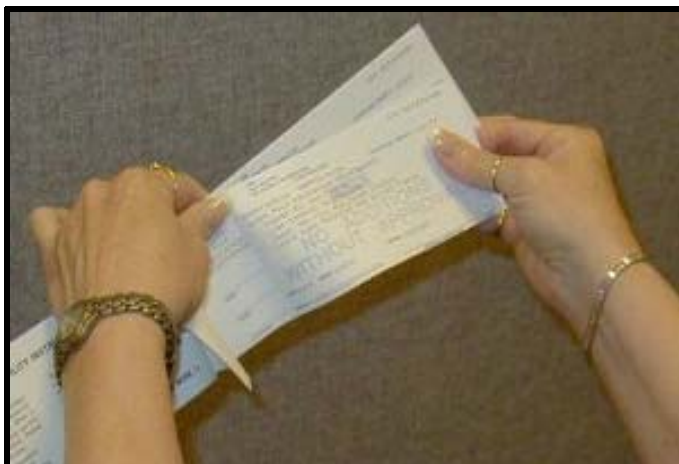
Special points of interest:

- Heather Gardner named Support Service Coordinator.
- Steve Duggins Returns to Surplus Property Program as Utilization Officer.
- LAN Dude, Peter Musser, gets reprieve from ITS move for awhile.
- Call 1-800-CAR-CARE for Emergency Roadside Assistance.
- New Secure Web Report Available called "Fleet at a Glance."

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ARI One Year Performance Report Completed



The ARI Company utilizes a coupon book system to simplify preventive maintenance program for their customers.

With the few minor start-up issues corrected and more than a year of data collected, the Division of Fleet Operations (DFO) is calling the move to ARI a success. The shift away from the division-run vehicle maintenance and repair approval call-center began in July 1999. DFO customers had begun to express concerns regarding the amount of time needed to get an approval and lack of 24-hour, 7-day per-week access to call-center personnel. The DFO Management Team could see two solutions to the problem; hire additional Full-Time Employees (FTE) to operate the call-center or outsource the approval process.

ARI was contacted to conduct a six-month pilot program, which began in February 2000. After the successful completion of a second pilot, involving a larger number of vehicles, it was determined that DFO

would accept bids from companies capable of providing this service. ARI was ultimately awarded the contract, due to their ability to provide the necessary services at a lower cost.

With the data collected from the two pilot programs as well as the information gathered since awarding the contract, the switch to ARI is showing a 1% savings in approval services, which is equal to approximately \$1.95 per-vehicle per-month.

DFO Deputy Director, Margaret Chambers, said, "When I heard that we were saving 1%, I thought, 'well, be grateful we're saving that.' But then I got to thinking, if you multiply \$1.95 per-month by the number of vehicles in the fleet, that's a huge savings."

ARI is able to provide the state with the estimated \$80,000 savings per-year for two reasons. First,

being part of a nationwide vendor network, ARI customers are able to receive a "bulk" discount. This network also provides state employees with more options when needing to schedule vehicle maintenance or repair. This convenience will ultimately save the state payroll dollars by decreasing the travel time needed to get to and from a contracted vendor.

The second area of savings comes from ARI's ability to negotiate post-warranty repairs. A post-warranty repair is a mechanical repair needed after the warranty has expired. In some cases, a breakdown happens within months of the warranty's expiration. When this occurs, ARI contacts the vehicle manufacturer to negotiate extended warranty coverage. As a result of this process, **Continued pg. 4.**

Statistical Information Fiscal Year 2001

Total Number of State Owned Vehicles: 7,306

Total Vehicles Managed by DFO: 3,486

Total Work Orders Processed: 42,821

Total Miles Driven: 89,355,885

Average Annual Miles Driving Per Vehicle: 13,164

News Briefs...

New PM Information

The manufacturers of Compressed Natural Gas (CNG) vehicles, both dedicated and bi-fuel, are recommending that a few extra inspections be added to the standard Preventive Maintenance (PM) routine. The Division of Fleet Operations (DFO) will be incorporating the following manufacturers guidelines to the standard PM process for all state owned CNG vehicles.

1. Each Time The Vehicle Is Fueled:
(To be done by driver of vehicle)
 - Inspect the condition of the fill valve o-ring. Replace the o-ring if it is damaged or missing.
2. Every 7,500 Miles:
(To be done by service provider)
 - Inspect the CNG fuel lines and fittings for leaks.
 - Inspect the CNG fuel vapor hoses and clamps for leaks.
 - Inspect the fill valve o-ring.
3. Periodic Maintenance Inspection:
(To be done by service provider)
 - Inspect the CNG fuel system for leaks once per-year using an electronic or liquid leak detector. If a leak is found, replace the o-ring face seal, fuel line or component as required.
 - Every three years or 36,000 miles, whichever occurs first, remove the CNG fuel tank cover and inspect the CNG fuel tank and mounting brackets for cracks, corrosion or other damage. Record the inspection date and results and forward information to DFO to be entered into the division fleet tracking program.

More information will be sent to state employees who have been assigned to drive a CNG vehicle through a monthly lease agreement.

Forgetfulness Costs State Big Bucks

Recently, a bus which operates on Compressed Natural Gas (CNG) pulled away from a state managed fueling site before the nozzle had been released. The damage to the fueling site is estimated at upwards of \$3,000. Although this particular incident was more costly than most, Fuel Services Specialist, Bob Seele, claims that calls for

nozzle replacements are received an average of once per-week. He said that it is usually the diesel or unleaded gasoline nozzles that are damaged and that there have only been five cases where a CNG nozzle was damaged.

The cost to repair a diesel or unleaded gasoline nozzle runs between \$250 and \$300 dollars. Replacement of a CNG nozzle generally costs anywhere between \$500 to \$1,000 dollars, including parts and labor.

Fuel Network Manager, Jeff Done, advises anyone who makes this mistake not to try to fix the damage themselves. Report the damage through the Help-Desk as soon as possible to insure that the repairs are done quickly and properly.

Done has begun charging a maintenance fee for the repairs needed, due to drive-away damage. He states that Fuel Network personnel are able to track the name of the driver and agency of employment through GasCard transaction records, so not reporting an incident will not keep the maintenance charge from occurring.

Choose the Right Fuel

Division of Fleet Operations Management Analyst, David Rees, would like to remind drivers that purchasing the higher priced, premium grade gasoline is not always the best fuel for your vehicle. Most newer vehicle models are made to run on regular grade fuel, especially at higher altitudes.

Rees suggests checking the owner's manual for verification of the best fuel type before your next fill-up. A change to regular grade fuel could save the state budget more than \$10,000 each year.

Surplus Auction

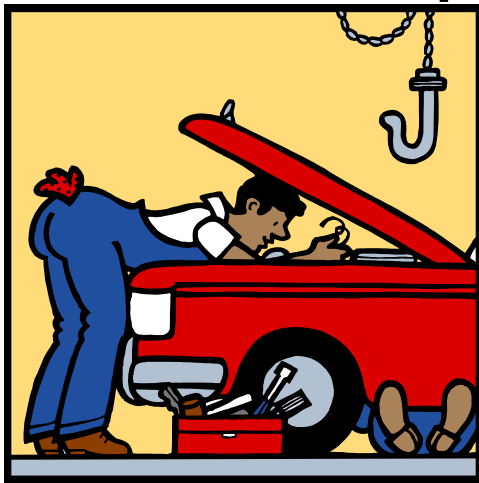
On Wednesday May 1, 2002 the Utah State Agency for Surplus Property held a federal property auction. Federal surplus property is only made available for the public to purchase during an auction. Otherwise the items are offered to public safety departments, non-profit organizations and other governmental entities.

The auction was held at the Division of Fleet Operations Draper facility and over the Internet. The live auction yielded more than \$165,000 while the Internet auction brought in more than \$3,000.

Items from the very small, like field pack frames, to the very large, such as a 55 ton forklift were offered for sale. Surplus Property Manager, David Regan, stated that the turn-out was lower than they had experienced in the past. However, the auction sales were still high.

To schedule a
Compressed
Natural Gas
fueling seminar
go to the forms
section of the DFO
web-site and
complete a
request form .

Maintenance Tips for Summer Driving



As we head into the Summer Travel Season, on a business and personal level, the Division of Fleet Operations would like to offer some vehicle maintenance tips. However, vehicles covered under ARI will have these services performed as part of routine maintenance.

The following tips were compiled by the fleet maintenance technicians of the Manchester Connecticut, City Public Works Department.

AIR CONDITIONING: A marginally operating air conditioning system will fail during hot weather. Have the system examined by a qualified technician. Re-charging or repairing air conditioning systems without the proper equipment and discharging Freon into the air is against the law.

COOLING SYSTEM:

The greatest cause of summer breakdowns is overheating. Your cooling system should be completely flushed and refilled every 24-months. The level, condition and concentration of the coolant should be checked periodically. A 50/50 mix of antifreeze and water is usually recommended. DO NOT RE-

MOVE THE RADIATOR CAP UNTIL THE ENGINE HAS THOROUGHLY COOLED DOWN!!! The tightness and condition of drive belts, clamps and hoses should be checked. Coolant systems should be pressure checked for leaks.

OIL: Change your oil and oil filter as specified in your owner's manual, more often (3,000 miles) if you make frequent short jaunts, extended trips with large amounts of luggage or tow a trailer. Grease your vehicle and check the underside of the vehicle for leaks.

ENGINE

PERFORMANCE: Replace all other filters (air, fuel, pvc, etc.) as recommended or more often if operating in dusty conditions. Get engine problems (hard starting, rough idling, stalling, diminished power, etc.) corrected at a reputable repair facility.

WINDSHIELD WIPERS:

A dirty windshield causes poor visibility and eye fatigue. Replace worn wiper blades and be sure that the vehicle's windshield washer always has washer fluid.

LIGHTS: Inspect all lights and bulbs. Replace burned out bulbs. Periodically clean dirt and insects from all lenses using a moist rag to prevent scratching.

TIRES: Have your tires rotated about every 5,000 miles. Check tire pressure once a month, letting the tires "cool down" first and

don't forget to check your spare tire also. Examine tires for tread life, uneven wearing and cupping. Check sidewalls for cuts and nicks. Have your tires aligned if there is uneven tread wear or if your vehicle pulls to one side.

BRAKES: Brakes should be inspected as recommended in your owner's manual, or sooner if you notice pulsation, grabbing, noises or longer stopping distances. Minor brake problems should be corrected promptly.

BATTERY: Batteries can fail any time of the year. The only accurate way to detect a weak battery is with professional equipment. Routine care includes scraping away corrosion from posts and cable connections, cleaning all surfaces and tightening all connections. **AVOID CONTACT WITH CORROSIVE DEPOSITS AND BATTERY ACID! WEAR EYE PROTECTION AND RUBBER GLOVES AROUND BATTERIES! MOST IMPORTANT--DO NOT SMOKE OR HAVE AN OPEN FLAME AROUND A BATTERY. BATTERIES PRODUCE HYDROGEN GAS AND CAN EXPLODE WHEN IN CONTACT WITH AN OPEN FLAME.**

EMERGENCIES: Carry some basic tools such as a first aid kit, flares and a flashlight. Carry a gallon of water in case of a coolant leak to get you to the nearest telephone or service area. Consider purchasing a cellular telephone for emergencies.

Tips For Driving Defensively...

- Obey all signs and signals, including stop lights, stop signs and railway crossings.
- Keep to the posted speed limits.
- Never drink and drive.

June Incentive Awards Winners



Amanda Ronan and Judy Wilkins.

Charlotte Wilkes earned her 7th "Pat on the Back!" She will now receive a paid day-off or \$100.00 !

Several employees of the Division of Fleet Operations (DFO) were recognized for the outstanding contributions they made during May 2002. One of which, earned the coveted "7th" Recognition Award.

Recognition Awards

Charlotte Wilkes earned her 7th "Pat on the Back" as part of a Team Recognition given to the Operations Team after Division Director, Steve Saltzgiver, received a letter complimenting the group on

their collective customer service skills. Wilkes plans to take the paid day-off instead of the money.

Others included in the Operations Team Recognition Award were Al Orwin, Anne Stehno, Heather Gardner, Cerena Crosby and Sam Lee.

Saltzgiver received a complimentary letter regarding the

Capitol Motor Pool Team as well. The President from Utah College of Applied Technology stated that he "appreciated their attention to detail and their efforts to provide excellent customer service." Amanda Ronan, Ed Heath and Frank Mortensen were given Team Recognition Awards in response to the letter.

Sam Lee received a second "Pat on the Back" in May for his willingness to assist co-workers in gathering information and running data reports.

Extra Mile Awards

Amanda Ronan was given an "Extra Mile Award" for her willingness to take on extra work. She was able to help a co-worker complete a project in a timely manner. This allowed the co-worker to leave for a scheduled vacation, without any work worries.

Judy Wilkins received an "Extra Mile Award" for her efforts to complete a program that has been on the drawing board for several years. The reports will lessen the time needed to complete data processing duties.

Traveling Gus Award

Traveling Gus has traveled to the desk of Rich Hullinger. He was chosen because of his efforts to keep the division's web-site up-to-date and working properly. His work on the web page helps to "Make Everyone's Day."

Thanks to all of this month's award winners! To nominate someone, simply fill-out and submit an [Incentive Nomination Form](#)

Continued from pg. 1.

DFO has recovered more than \$13,000 in post-warranty repair costs during the past 12-months.

ARI also monitors repairs for duplication and necessity. In the past, DFO had two employees providing vendor quality control verification. However, these duties were combined with fuel-site maintenance and repair duties, which meant that only blatant problems were investigated. With the new program each car is monitored, which allows ARI to recover more than \$4,000 every month that is spent in unnecessary repairs or duplicated repairs due to poor workmanship.

"That's close to \$50,000 per-year in savings that we have never been able to capture, simply because we didn't have the resources to go after it," Chambers said.

In addition to all of the savings received through vendor discounts and vehicle monitoring, DFO has been able to save money by not having to increase the division workforce. It was estimated that the division would've had to hire a minimum of three FTE's to manage just the approval process. FTE's to monitor vehicle repairs and post-warranty work were never considered, because the employee's salary would have been greater than the savings recovered.

"The big savings is coming from employee salary and cost avoidance; we saved over \$150,000 by not hiring additional people to answer phones," Chambers said. "And on top of that, the division has cut costs in Finance. In the past, we would send out several checks to vendors each month, now we send just one, to ARI."

"I am excited about every aspect of the ARI program. I have received a lot of positive feedback from our customers who say, 'it works great', the vendors just take the coupon and work gets done," she said.